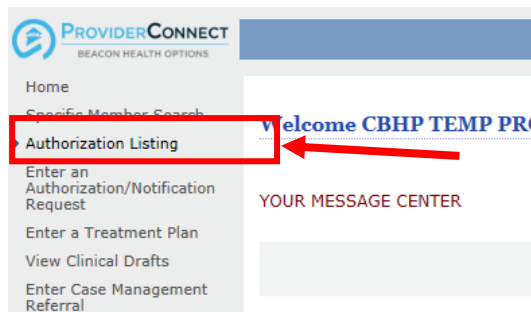


Creating an Inquiry through ProviderConnect.

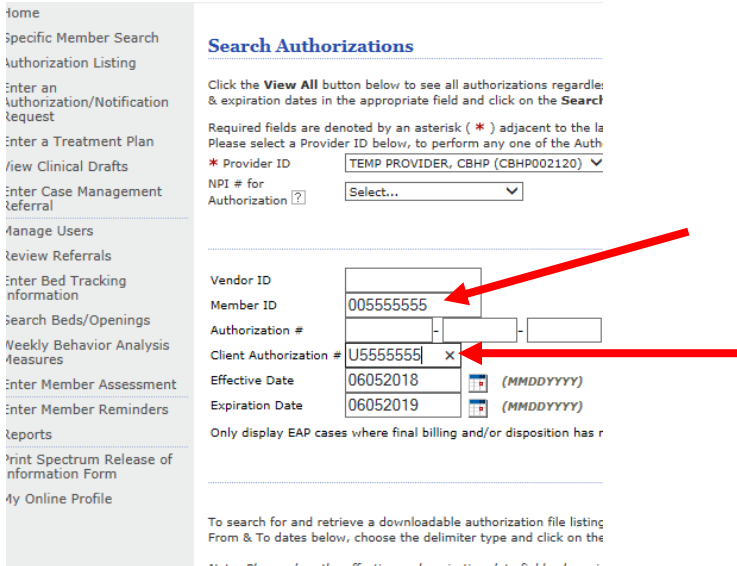
Key Step 1: Creating an Inquiry The first key step is to search for the client's existing authorization, which starts from the ProviderConnect Homepage. The function can be initiated when the **Authorization Listing** button is clicked.

Below are the key actions for completing this step. Any field with an asterisk indicates that the field is required.

1. Click **Authorization Listing** link from the navigational bar on the Home page.



2. Enter either the Medicaid ID of the client in the Member ID field to search for all authorizations for the member or enter the Authorization Number (U#####) of the specific authorization in the Client Authorization# field.



Search Authorizations

Click the **View All** button below to see all authorizations regardless of status & expiration dates in the appropriate field and click on the **Search** button.

Required fields are denoted by an asterisk (*) adjacent to the label. Please select a Provider ID below, to perform any one of the Authorized Provider searches.

* Provider ID: TEMP PROVIDER, CBHP (CBHP002120) ▼

NPI # for Authorization: Select... ▼

Vendor ID: []

Member ID: 00555555

Authorization #: [] - [] - []

Client Authorization #: U5555555 X

Effective Date: 06052018 (MMDDYYYY)

Expiration Date: 06052019 (MMDDYYYY)

Only display EAP cases where final billing and/or disposition has been completed.

To search for and retrieve a downloadable authorization file listing from & To dates below, choose the delimiter type and click on the **Search** button.

Note: Please clear the effective and expiration date fields when using the search function.

3. Click **Search** at Bottom of Page.

- Click the Authorization Link of the authorization in which you need either a date extension or an expiration date back dated.

Auth # ▼	Member ID	Member DOB	Provider ID	Vendor ID
View Letter	Member Name		Provider Alt. ID	Alternate Provider
01-112310-26-21	TEMP000740625 SUPPORT, ANITA	01/01/1995	CBHP002120 999999999	VCB005769
01-112310-17-42	TEMP000740625 SUPPORT, ANITA	01/01/1995	CBHP002120 999999999	VCB005769

- On the Authorization Summary page, click **Send Inquiry**.

Auth Summary Auth Details

The information displayed indicates the most current information we have on file. It may not reflect claims or other information that has not been received by ValueOptions.

Authorization Header

Member ID	TEMP000740625
Member Name	SUPPORT, ANITA
Authorization #	01-112310-26-21
Client Auth #?	U0271540
NPI # for Authorization?	N/A
Authorization Status	O - Open
From Provider	TEMP PROVIDER,
Admit Date	11/23/2010

Return to search results

Send Inquiry

Complete Discharge Review

- On the Customer Service Inquiry Page under Contact Details.

- Enter Contact Name and enter narrative in the State your reason for the Inquiry field (Max 1500 characters)

Contact Details

Provider ID **CBHP002120**

Provider Name **TEMP PROVIDER,**

Contact Name (if other than provider)

*State your reason for the inquiry.

Maximum characters: 1500
You have characters left.

- Date Extension requests do not require providers to **Attach a Document**.

- Click **Submit** and a confirmation of your inquiry will display

Customer Service Inquiry

Thank you for your inquiry. Your request is important to us and will be investigated by a customer service professional. Once our investigation is complete, you will receive a response in your Message Center Inbox within 3 business days.

Your Inquiry Number is: 03112011-2955602-050000